IOT Service Operations
SLA Compliance
Enterprise Level Agreements
For March 2008

Service Level Agreement	Target Performance	Current Performance

Customer Service

Service Level Agreement	Target Performance			Current Performance	
Speed To Answer Calls	90% Calls Answered Under 60 Seconds			90%	🟢
Call Abandonment Rate	Less then 5% Abandoned			3%	🟢
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1			98%	🟢
Email Response Rate	98% Response within 1 business hour			100%	🟢
User Sampling Survey	95% Of Satisfied Customers			96%	🟢
Resolution Of Incidents On Time	90% Calls Resolved On Time *(By Grouping)*			97%	🟢
Account Management	8 Business Hours	99.4%	🟢		
Applications	16 Business Hours	95.4%	🟢	*Excluding GMIS & SIRS*	
Data Management	32 Business Hours	94.5%	🟢		
Database	32 Business Hours	100%	🟢		
Hardware	40 Business Hours	95%	🟢		
Operating System	24 Business Hours	96.6%	🟢		
Telecomm	12 Business Hours	97.4%	🟢		

Network Availability

Service Level Agreement	Target Performance	Current Performance	
CAN Availability (Campus Area)	24x7 Availability (99.9%)	99.9%	🟢
Dial-Up Availability	24x7 Availability (99.9%)	100%	🟢
Switch Availability	24x7 Availability (99.9%)	99.7%	🟡
VPN Availability	24x7 Availability (99.9%)	99.9%	🟢
WAN Availability (Remote Sites)	24x7 Availability (98.9%)	99.9%	🟢

Server and Storage Administration

Service Level Agreement	Target Performance			Current Performance	
Overall Average Windows Server Availability				99.4%	🟡
Citrix Server Availability	99.9% Availability	99.8%	🟡		
E-Mail Server Availability	99.9% Availability	97.5%	🟡		
Shared File Server Availability	99.9% Availability	99.9%	🟢		
SQL Server Availability	99.9% Availability	99.8%	🟡		
Web/App Server Availability	99.9% Availability	99.9%	🟢		

Account Management

Service Level Agreement	Target Performance	Current Performance	
Disable Network Account Requests	Disabled Within 4 Business hours (98%)	99%	🟢
New Network Account Requests	Creation Within 2 Business Days (99%)	100%	🟢
Privilege/Rights Change Requests	Change Within 8 Business Hours (97%)	100%	🟢

🟢 In compliance
🟡 Within Tolerance
🔴 Out of compliance
⚪ Insufficient data available this month

Run Date   4/4/2008

IOT SVC Ops Enterprise Compliance